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ABSTRACT

This manual has been prepared for those instructors who wish to use the Georgia Jobs, Inc. (task simulation) materials in a work-flow setting. It includes information on planning that must be done prior to beginning the simulation as well as information on organizing and implementing it. The manual is organized in eight sections. The first section gives pre-planning advice, including a layout of the classroom for the simulation and a list of equipment and supplies needed. The second section, which covers organizing work flow, contains organization charts and work forms; while the third section contains job descriptions for 10 types of employees. This is followed by a section on beginning the instruction and a secretary's manual with information on typing letters. In the sixth section, information about the company is given, and forms for special jobs are provided. The seventh section provides information on student evaluation, while the final section contains miscellaneous information about the company and conducting the simulation. (KC)

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MAKING GEORGIA JOBS, INC. FLOW

Guidelines for Converting a Task Simulation into a Work-Flow Simulation

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FOREWORD

This manual has been prepared for those instructors who may wish to use the Georgia Jobs, Inc. (task simulation) materials in a work-flow setting. It includes information on planning that must be done prior to beginning the simulation as well as information on organizing and implementing it.

Appreciation is expressed to Mrs. Lois Cannon, the business education instructor at Troup Tech who developed this manual. Other instructors may wish to modify the contents to meet the needs of their particular school.

A special thanks go to Dr. John H. Lloyd, former director of the Division of Program Development and Support Services, and Mrs. Floy Baker, coordinator of Postsecondary Business Education Programs, for their continued encouragement, leadership, and support of this developmental effort.

Mrs. Doris Jean Rash-Wooten
Project Director
Office Simulation Project

PRE-PLANNING

CLERICAL PROGRAM

The following is an outline of the clerical program curriculum at Troup County Area Vocational-Technical School for the 1983-84 school year. To receive a diploma, the student must successfully complete all of the courses listed below. The awarding of a certificate is contingent upon the student successfully completing certain required work; however, completion of all courses listed below is not required.

First Quarter

Typewriting I[1]
Typewriting I - Lab
English I[2]
Math I
Filing
Human Relations or
Personal Development

Second Quarter

Typewriting II[3]
Typewriting II - Lab
English II[4]
Math II
Calculating Machines
Office Procedures

Third Quarter

Typewriting III[5]
Typewriting III - Lab
Word Processing/Dictaphone
Simulation I[6]
Simulation I - Lab
Record Keeping or
Accounting I

Fourth Quarter

Typewriting IV[7]
Typewriting IV - Lab
Simulation II[8]
Simulation II - Lab
Introduction to Data Processing
Economics, Management, or
Business Law

[1]The Typewriting I course concerns itself primarily with the learning of the keyboard.

[2]The English I course covers basic grammar, capitalization, punctuation, and spelling.

[3]The Typewriting II course concerns itself primarily with the building of typing speed and accuracy.

[4]The English II course continues coverage of punctuation, capitalization, and spelling. However, letter writing is also included.

[5]The Typewriting III course uses office simulation packages to introduce the student to the kinds of typing jobs that he/she are likely to encounter in a real office situation.

[6]Simulation I uses the Simmons Insurance Agency clerk-typist position simulation package to familiarize the student with the types of jobs that a clerk-typist in a insurance company would perform.

[7]The Typewriting IV course concerns itself primarily with the typing of reports, tables, and charts.

[8]Simulation II uses the Pinetree Fashions work-flow simulation package to involve the student in human relations situations and other work activities that the student will encounter in a real office.

C L E R I C A L P R O G R A M

JOB SIMULATION II

1. Instructional Materials

   Work Order - Georgia Jobs materials and teacher-prepared materials.

2. Instructional Equipment

   a. desks
   b. typewriters
   c. files and file baskets
   d. telephones
   e. word processors
   f. calculators
   g. dictaphones
   h. copy machine

3. Standards for Completion

   -Attendance - 5 or fewer absences

   -Punctuality - 4 or fewer tardies

   -Ability to perform job from work orders

   -Successful interaction with others

4. Prerequisites - This is the terminating course for graduating seniors.

Typewriting I, II	Office Procedures
Filing	Accounting I
English I, II	Simulation I
Machines	

5. Skills Expected

   Typing, filing, accounting, calculating machines, dictaphone, word processing, telephone techniques, composition, record keeping, and all other office skills.

   Punctuality, regular attendance, good communication skills, individual responsibility, good attitude, self-evaluation, initiative, and decision making.

6. Content

   All office skills. Students apply for a position, fill out tax withholding forms, receive simulated pay checks,

interact with each other. The office environment is simulated. Positions vary with the number of students involved but primarily include the positions of Office Manager, Supervisor, Assistant Supervisor, Accounting Clerk, Accounts Receivable Clerk, Accounts Payable Clerk, Receptionist Secretary, File Clerk, Typist, and Information Processor.

GEORGIA JOBS, INC.

Positions

1. Receptionist
2. Office Manager
3. Supply Clerk
4. Assistant Supply clerk
* 5. Memory Typewriter
* 6. Dictaphone
* 7. Dictaphone
8. Clerk Typist
9. Clerk Typist
10. Clerk Typist
11. Accountant
12. Supervisor
13. File Clerk I
14. File Clerk II
15. Office Manager

* Between Simulation and Typewriting III, each student should have at least one full week on the memory typewriter (10 hours), and one full week on the dictaphone.

The instructor may either retain the students in the same position for the entire quarter or may rotate them through all positions.

GEORGIA JOBS, INC.

Tasks

The work includes using all the tasks found in the Georgia Jobs, Inc. task simulation packages.

Accounting

101 - Develop chart of classified accounts

102 - Open ledger accounts and record balances

103 - Analyze and record transactions in a two-column journal

104 - Post to ledgers from sales journal and cash receipts journal

105 - Balance the ledger accounts and prepare a trial balance

106 - Prepare an income statement and a balance sheet from a trial balance

107 - Prepare an income statement from an unarranged list of income and expense items

108 - Post journal entries to general ledger

109 - Write receipts

110 - Prepare an invoice

111 - Reconcile a bank statement

112 - Reconcile a bank statement

113 - Reconcile a bank statement

114 - Set up and maintain petty cash register

115 - Record petty cash transactions and make journal entry to replenish fund

116 - Record petty cash vouchers, replenish petty cash, and make appropriate journal entry

117A- Prepare a payroll for the last week in December

117B- Prepare quarterly federal tax return and monthly federal tax deposit for the last quarter of the year

117C- Prepare state tax returns for the last quarter of the year and Forms W-2 and W-3

118 - Set up payroll register from W-4 tax forms

Accounting (Continued)

119 - Prepare and type an income statement and balance sheet

120 - Prepare wage and tax statement on W-2 forms

121 - Compute payroll earnings, update earnings cards, and type payroll checks

122 - Prepare employees' earnings records from time cards

123 - Compute the percentage of variance in an expense report printout

General Office Procedures

201 - Set up and type alphabetical card file

202 - Develop coding system for faculty card file

203 - Research postal pamphlet, compile, and type findings in memo form

204 - Read and annotate incoming mail

205 - Record incoming mail and route to the proper department or office

206 - Prepare typed memo outlining correct mailing procedures for specific mailing problems

207 - Type a letter from rough draft copy and prepare form letters

208 - Use memory typewriter to type form letter and prepare ten (10) original copies for mailing

209 - Prepare and duplicate a departmental notice using fluid duplicator

210 - Duplicate list of company benefits and prepare for distribution

211 - Prepare the typed copy for a dinner program

212 - Type four postcards from "form" information

213 - Type a one-page calendar of employee activities from handwritten draft

214 - Type a list of Security Consultants in the Metro Atlanta area

215 - Calculate and prepare a balance sheet

216 - Punch data for accounts payable

Secretarial

301 - Compose and type a letter

302 - Compose and type a letter of condolence

303 - Compose and type telegrams from recorded cassette instructions

304 - Compose and type itinerary

305 - Compose and type a telegram

306 - Compose memo and type on stencil; run stencil on mimeograph

307 - Compose and type cover letter to accompany job application

308 - Transcribe real estate letters from cassette tape

309 - Transcribe letters using transcribing equipment

310 - Transcribe letters in mailable form from office-style dictation

311 - Take in shorthand and transcribe insurance letters

312 - Transcribe (from an absent secretary's shorthand notes) an interoffice memo

313 - Proofread, correct, and type a personal letter from rough draft

314 - Compile and type the monthly personnel absence report

315 - Schedule appointments

316 - Create a customer card file and a carbon copy file and update each day

317 - Type invitation to Family Day picnic on postcards

318 - Calculate quarterly insurance premium rates and type in needed information on form letters

319 - Compile and type an expense report

320 - Prepare and type a report

321 - Develop and type a form to expedite giving routine directions

322 - Type a calendar of employee activities to go on the employees' bulletin board

323 - Type standard letters in response to applications received

324 - Prepare and type tentative itinerary

Secretarial (Continued)

325 - Obtain telephone numbers, categorize the list, and type

326 - Obtain zip codes for a mailing list and type

327 - Compute and type invoice

328 - Monitor working habits of all other clerical workers in the office

329 - Role-play: Preparations for a Board of Directors' meeting of City National Bank

330 - Role-play: Direct dictation at the typewriter

331 - Performing the duties of executive secretary for one day

332A- Role-play for Employee A: Perform general office duties which will consist of typing a letter, updating and typing personnel forms, and having Employee B make telephone calls

332B- Role-play for Employee B: Perform office duties which will consist of preparing an office supplies form, updating personnel records, and making telephone calls

333A- Role-play the part of Ms. Good

333B- Role-play the part of Mrs. Madley

334 - Make telephone calls and obtain the necessary information

Typing

401 - Type an itinerary from a handwritten schedule of travel plans

402 - Set up and type a seven-columnar roster

403 - Calculate and type individual time and expense reports

404 - Compute the average sales per customer, set up, and type in table form

405 - Type required information on form letters

406 - Compose and type replies to business letters

407 - Type two separation notices

408 - Type a speech

409 - Design and type a stencil and duplicate theme invitations for an annual event

Typing (Continued)

410 - Proofread, correct, and type speech from rough draft

411 - Type one moneygram with test question; also, compose and type night telegram

412 - Type on a "fill-in form" an updated "standard product analysis"

413 - Design and duplicate routine forms for office use

414 - Proofread, correct, and retype minutes of meeting and duplicate form letter

415 - Prepare and type an inventory

416 - Prepare and type order for office supplies

417 - Compute and type the extensions on six partially typed invoices

418 - Type a straight bill of lading; compose and type a short letter pertaining to this shipment

419 - Type a Motor Vehicle Accident Report form

420 - Type an outline from rough draft

421 - Type an outline from rough draft

422 - Compile and type statistical data into two summary tables

423 - Proofread and correct a statistical report

424 - Type a short press (news) release

425 - Retype evaluation form on spirit master, making changes indicated

426 - Type a purchase order from rough draft of a list of office supplies

427 - Type a supply requisition

428 - Edit and type insurance letters from rough draft

429 - Type letters (original, carbon copies, and envelopes) from rough draft

430 - Type standard letter to retired employees inviting them to Family Day Picnic

Typing (Continued)

431 - Edit memorandums and retype

432 - Proofread and retype letters

433 - Proofread and retype letters

12

Position _____

JOBS	TIME	DATE OUT	DUE DATE	RECEIVED

Forms are worked up for each position, listing all jobs that the employee in that position will perform.

13

LAYOUT OF CLASSROOM FOR SIMULATION II

	ADMINISTRATIVE SECRETARY	OFFICE MANAGER	———	
RECEPTIONIST	CORRESPONDING SECRETARY	CORRESPONDING SECRETARY	SUPPLY CLERK	"BACK DOOR" RECEPTIONIST/ Typist
FILE CLERK I	CLERK TYPIST	CLERK TYPIST	SUPPLY CLERK II	ACCOUNTING CLERK
FILE CLERK II	LOG OFF	LOG ON	CLERK TYPIST	ACCOUNTING CLERK
RECORDS MANAGER	PROOFREADER	SUPERVISOR	ASSISTANT SUPERVISOR	ACCOUNTANT

	S.J. D. 1	L.P. D. 2	R.G. D. 3	G.B. D. 4	C.H. D. 5	P.P. D. 9	B.N. D. 12	J.W. D. 16	R.M. D. 17	C.L. D. 21	OTHER ITEMS: DESCRIBE AND GIVE DISPOSITION OF ITEM.
File box											
Tape dispenser											
File basket											
Basket leggs											
Stapler											
Staple remover											
Ink pad											
Stamper											
Calendar											
Typing stand	Leave in cubbyhole. Find proper work station number for your desk.										
Telephone directory	Leave in desk. Middle, right-hand drawer.										
Time clock	Leave in cubbyhole. Be sure to have one.										DATE:
Name plate											SIGNATURE:
Dictaphone	Leave on desk.										
Dictionary	Leave in middle, right-hand drawer.										
Typewriter cover	Leave on typewriter.										

EQUIPMENT AND SUPPLIES

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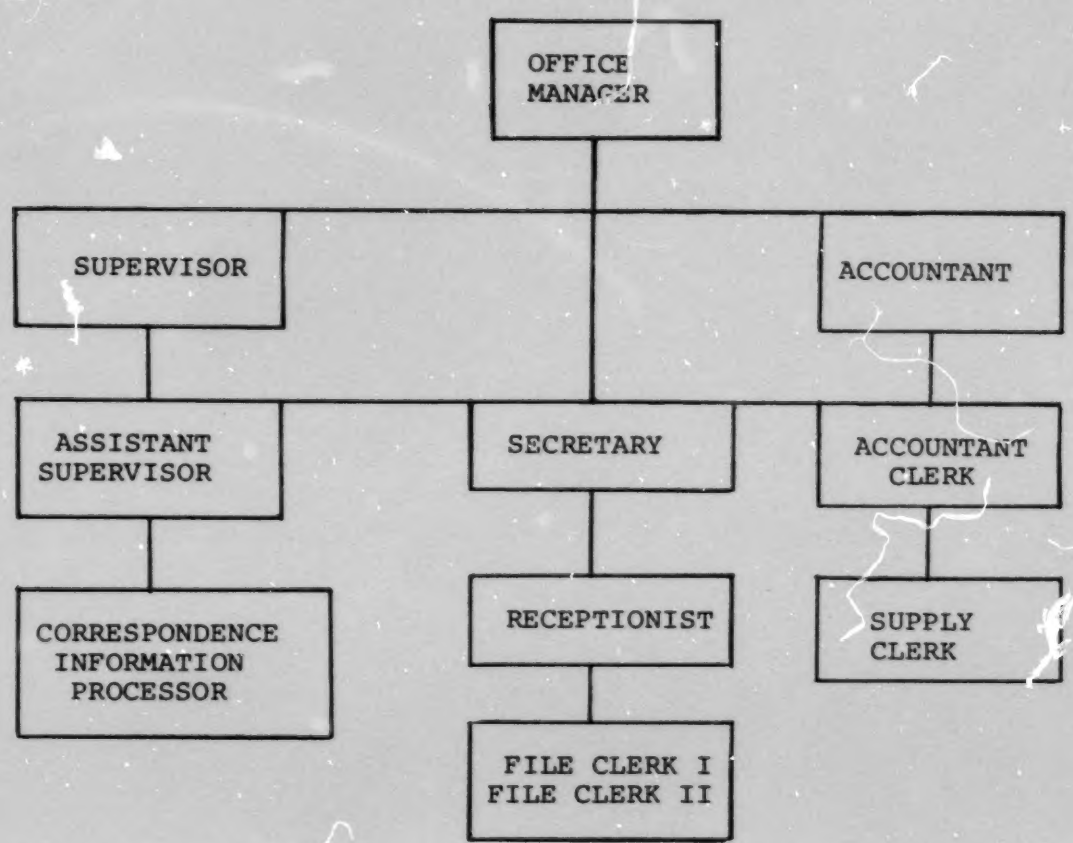
ORGANIZING WORK FLOW

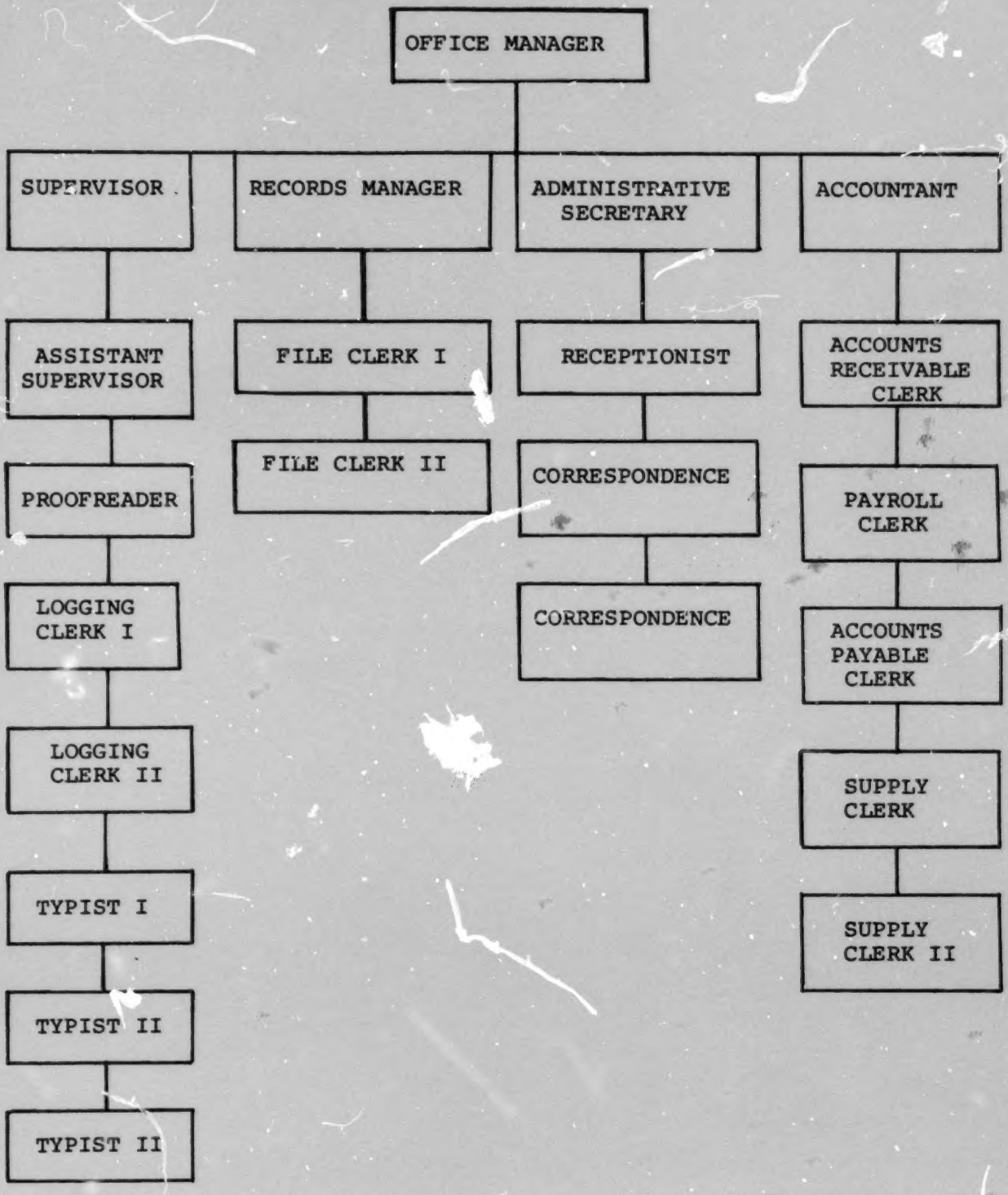
GEORGIA JOBS, INC.
Organization Chart I

The following organization chart may be used when there are only a few students enrolled in the simulation.

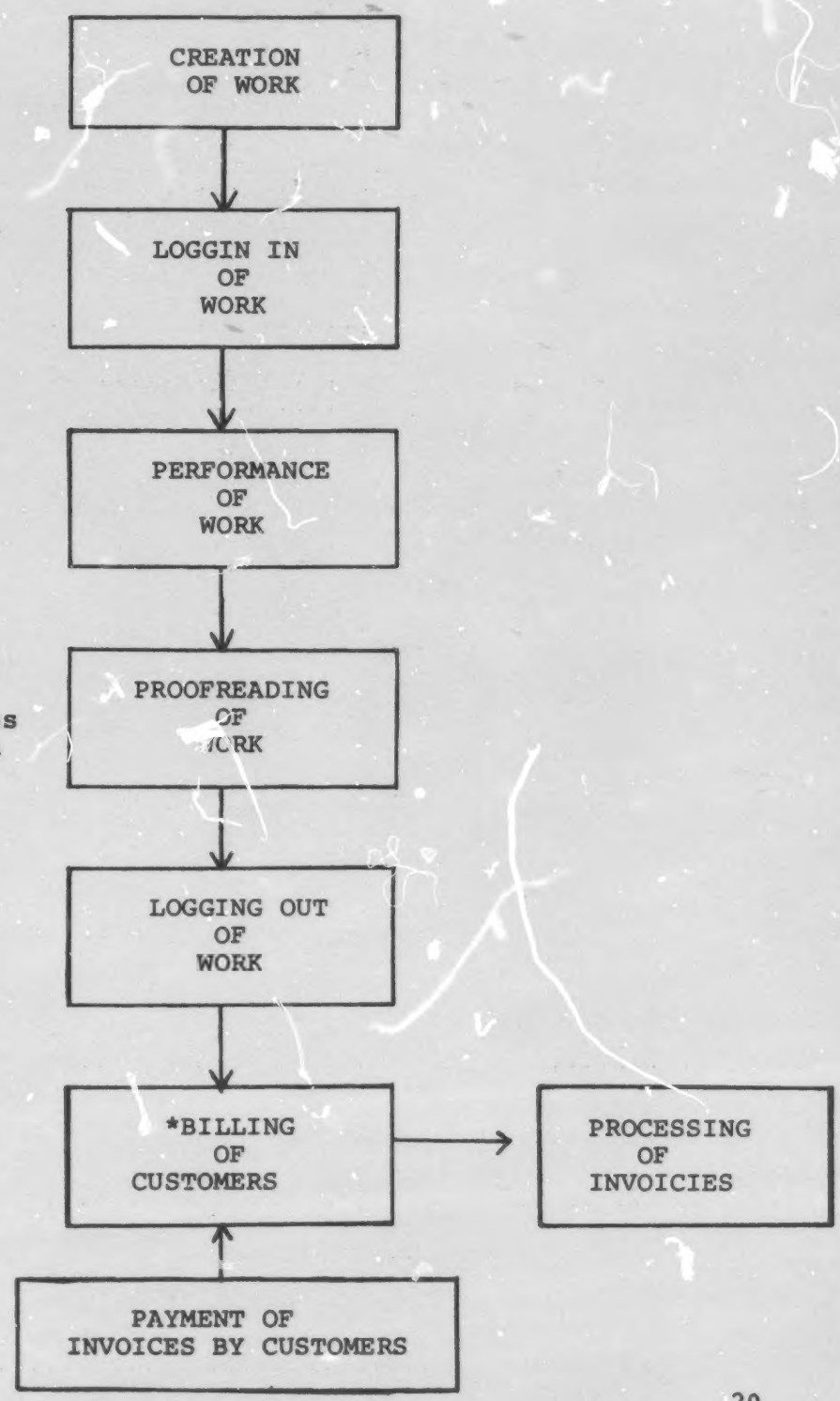


GEORGIA JOBS, INC.
Organization Chart II

The following organization chart may be used when there is a large number of students enrolled in the simulation. The office manager, supervisor, records manager, administrative secretary, and accountant, as well as two employees at large make up the Board of Directors of the company. The Board meets weekly to discuss any problems that are being encountered by employees and to make and execute plans for improvement when necessary. An agenda is composed and minutes are kept of each board meeting.


OFFICE MANAGER
SUPERVISOR
RECORDS MANAGER
ADMINISTRATIVE SECRETARY
ACCOUNTANT
ASSISTANT SUPERVISOR
PROOFREADER
LOGGING CLERK I
LOGGING CLERK II
TYPIST I
TYPIST II
TYPIST II
FILE CLERK I
FILE CLERK II
RECEPTIONIST
CORRESPONDENCE
CORRESPONDENCE
ACCOUNTS RECEIVABLE CLERK
PAYROLL CLERK
ACCOUNTS PAYABLE CLERK
SUPPLY CLERK
SUPPLY CLERK II

GEORGIA JOBS, INC.
Flow-of-Work Diagram



*There is an "outside" organization that serves as customers of Georgia Jobs, Inc. There is also an imaginary bank that handles the financial needs of the company.

EXPLANATION OF FLOW-OF-WORK DIAGRAM

Creation of Work

Work is generated for the Georgia Jobs, Inc. organization in one of three ways: (1) through Georgia Jobs, Inc. work orders taken from the four volumes of tasks; through natural flow of work among employees; and through "live" work received from such sources as charitable organizations, other departments within the school, and other businesses within the community. It is up to the discretion of the instructor as to whether he/she will use the "live" sources.

Logging In of Work

Work is received by either the receptionist, office manager, supervisor, or assistant supervisor. Generally, the assistant supervisor then passes the work on to the log in clerk who notes the date the work is received and the date the work is due. He/she then assigns the work to a student.

After completing the logging-in of the work order, the log-in clerk returns it to the assistant supervisor who delivers it to the person to whom it has been assigned.

Performance of Work

When work is received by the student, he/she notes the deadline for completion. The student is reminded that work should be completed before the deadline and that it should be performed accurately (worth paying for). In completing the work, the student is allowed to use reference materials and to ask for assistance from the supervisor, assistant supervisor, or office manager when needed. However, self-

reliance is also encouraged.

Upon completion of the work, the student proofreads it for accuracy. He/she then records the time spent in completing the work on the Work Order form and submits the work to the assistant supervisor for approval.

Proofreading of Work

The assistant supervisor may proofread the completed or turn it over to the proofreader, if one is available. The work is checked for accuracy, usability, mailability, and completeness. If errors are found, the person who did the work must make all corrections necessary to make the work mailable (worth paying for). If no errors are found, the work is given to the log-out clerk. It is imperative that work reaches the proofreader in time to be proofed and possibly corrected before the due date.

Logging Out of Work

The log-out clerk records the completion date of the work on a "Work Completed" slip. He/she then removes the Work Order and sends it immediately to the accounting clerk in the Billing Department. The approved, completed work is immediately mailed or delivered to the home office.

Billing of Customers

The accounting clerk keeps an index of business names and addresses for billing, and the accounts receivable clerk bills work out at set times. The bills are mailed to a simulated "outside" organization.

Payment of Invoices by Customers

The simulated organization, upon receipt of bills (invoices) for work completed, sends simulated business checks in payment to the Billing Department. Some of these checks contain intentional errors that the student must detect and correct.

Processing of Invoices

Upon receipt of payment, the Billing Department then processes the invoices, prepares the deposit slips and other necessary financial documents, and mail them to a simulated bank.

CLERICAL DEPARTMENT

Policy on Live Work

Within the Office Simulation course (Georgia Jobs, Inc.) in order for the work to flow, files are made, index card files set up, payrolls figured, checks issued, bills paid in simulation, letters typed, forms designed, xeroxing done, etc. All of this is part of the course.

1. LIVE WORK FOR MEMBERS OF THE BUSINESS DEPARTMENT

   Lists are typed; xeroxing is done; folders labeled; papers collated and stapled, etc. This is part of the learning experience of the student.

2. LIVE WORK FOR THE ADMINISTRATION

   Occasionally someone in the office will ask a clerical student to assist in the office due to an absence of special need for additional help. This is unpaid. This is voluntary, for the experience.

3. LIVE WORK FOR OTHER TEACHERS

   Occasionally advanced students will type, file, xerox, for some instructor outside the Business Department. This is voluntary, for the experience, and is unpaid.

4. LIVE WORK FOR OTHER STUDENTS

   Students from other areas of Troup Tech frequently ask clerical students to type for them. During school hours using our equipment, electricity, and supplies, this can be done ONLY on an unpaid basis as part of our students' training.

   Usually, other students need a resume of one page. Occasionally, a student from another area will want a five-to-ten page term paper with footnotes and bibliography. It is recommended that our students do this extensive work on their OWN TIME FOR PAY, using their own equipment and supplies.

6. NOTARIZING PAPERS

   One of our instructors is a notary, and will, at times convenient for her, notarize student or faculty signatures.

7. LIVE WORK FOR CHARITABLE ORGANIZATIONS

   Occasionally we type--free of charge-- just for the experience, envelopes for mass mailings, etc. such as for the American Red Cross.

8. LIVE WORK FOR BUSINESSES (AND OTHERS) WHO OFFER TO PAY

   No live work for pay shall be performed during school hours.

9. WORK, IF PERFORMED, SHALL BE RELATED TO OCCUPATIONAL SKILLS REQUIRED OF CLERICAL WORKERS.

WORK ORDER
(LIVE)

NAME _____

TITLE _____

DEPARTMENT _____

ADDRESS _____

_____

TELEPHONE NO. ( ) _____ ORDER NO. _____

DATE RECEIVED _____ DATE PROMISED _____

DESCRIPTION OF WORK _____

_____

_____

_____

SPECIAL INSTRUCTIONS _____

_____

_____

_____

WORK ASSIGNED TO _____

DATE COMPLETED _____ ___PICKED UP ___DELIVERED

APPROVED BY: _____

_____

_____

GEORGIA JOBS, INC.

WORK ORDERS

* 1. The work order always stays with the work - only one copy.

2. The Work Order comes in to the Office Manager directly, via the receptionist, or via the secretary.

3. Office Manager - Sends work to the Supervisor immediately. This activity is of prime importance and must be done SECOND to seeing that all jobs are covered daily.

**4. Supervisor

(a) Logs in the work including the date received, due date, order number, and adding her additional number in chronological order.

(b) Assigns and gives the work to an employee

5. Employee

(a) Notes carefully all instructions for the work, especially the due date, and plans his/her work in order of priorities.

(b) If the employee feels that she cannot get to the work and complete it by the due date, even after getting his/her priorities in order, he/she should communicate with his/her supervisor, state the problem, or ask for help in solving it.

(c) The employee's first and foremost effort should be to accomplish the work as asked for if at all possible.

(d) Upon completion of the work, the employee proofs it carefully and rereads the work order to make sure that he/she has performed the work as needed.

(e) After careful proofreading, the employee turns in the work to the supervisor or proofreader with the time required for performance recorded for billing purposes.

6. Proofreader

(a) Proofs the employee's work

(b) If the work is okay, he/she completes his/her log (completion date, billed)

(c) He/she then sends the job to the Accounting Department using the form provided and calls the receptionist to let him/her know that the Work Order has been completed.

7. Receptionist

(a) Comes to pick up the work.

(b) Looks over the work for completeness of the order, and for accuracy.

(c) Checks his/her index card box to make sure he/she has a address card for the person requesting the work.

(d) Notifies the office manager that the work has been done.

(1) Gives the office manager or secretary the new order no., and the completion date.

(2) Asks if he/she shall call customer, or if office manager prefers to call.

(e) Calls customer (if office manager's preference) and tells him/her the work is ready.

The receptionist asks the customer if he/she would

prefer to pick the work up or have it mailed.

The receptionist will need a "Hold" basket for items customers plan to pick up.

The receptionist should mail out work for the day at 2:30 p.m. only. Place everything in a large interdepartmental envelope.

The receptionist should, DELIVER MAIL ONCE DAILY ONLY, at 2:30 P.M. Mail will come in to GEORGIA JOBS once daily, at 12:45 P.M.

8. Accounting Department - Bills out work and completes the work order.

* The Work Order can be used to incorporate line work into the program.

** Later, we had a "Log Clerk".

WORK LOG

Name _____

Department _____

Position _____

Week Beginning _____ Ending _____

Date	Originator	Description of Work	Time Started	Time Completed	Total Time on Project	Time Away From Project (Give Reasons)

GEORGIA JOBS, INC.

Work Order Record

Date Rec'd	Order No.	Job Description	Assigned To	Due Date	Completion Date	Billed

PRICE LIST

Revised: July, 1982

Long letter	$10.00
(2 pages)	20.00
Medium letter	5.00
Short letter	2.50
Manuscripts (per page for first 3 pages)	$10.00
(for 4 or 5 pages)	30.00
(for 6 to 10 pages)	35.00
(plus $2.00 for each page after 10)	35.00
Copies	$ .17 (per copy)
Legal documents	$30.00 (standard)
Index cards (3 x 5)	$ .60 ea.
(5 x 7)	.80 ea.
Envelopes short	.60 ea.
long	$ .75 ea.
Lables	$ .50 ea.
Folders letter size	$ .75 ea.
legal size	$ 1.00 ea.
Punched cards	$ 1.00 ea.
Receipts	$ 4.50 ea.
PHONE CALLS	
MINIMUM CHARGE	$ 2.00
one-half hour	$ 3.00
one hour	$ 4.00
one and a half hours	$ 7.00
two hours	$ 8.00
Bank Reconciliations	$15.00
Petty cash funds	$ 8.50
Invoices	
Just typed	$ 7.00
Extensions and typed	$10.00
Form made and typed	$12.00
Form made, calculations and typed	$15.00

REQUEST TO MAKE COPIES

Today's Date _____

Date Needed _____

No. of Copies Needed _____

Color of Paper

White _____

Other (PLEASE SPECIFY) _____

No. of Pages to be Copied _____

SPECIAL INSTRUCTIONS: _____

_____

_____

Your Signature _____

JOB DESCRIPTIONS

GEORGIA JOBS, INC.

Job Descriptions

Title: Accountant

Rate of Pay: $6/hr.

General Skills/Abilities/Duties:

1. The accountant will be in charge of our payroll, inventory, balance sheet, accounts receivable, and accounts payable.

2. The accountant is a member of the Board of Directors and should attend the board meetings.

3. The accountant should have very good accounting skills and should enjoy working with figures.

4. The accountant should be able to set priorities and organize the work.

5. The accountant should be able to work without supervision.

6. The accountant should take the responsibility for familiarizing the accounting clerk with the duties of the job so that, in the event of absence, the accounting clerk will be able to perform those job duties.

7. The accountant must be able to delegate some of the accounting duties to the accounting clerk and to supervise the activities of the accounting clerk in performing those duties.

8. The accountant should be very dependable, knowledgeable, efficient, and independent. He/she should make suggestions for improvement in any/all routines for smoother operation of the business.

9. The accountant must be at work regularly, be prompt, possess initiative and common sense, and show interest and take pride in a job well done.

Special Information:

1. At Georgia Jobs, the accountant has a folder for each employee. This folder contains a copy of the W-4 and state withholding forms.

2. Use your daily desk calendar to remind yourself of what to do and when to do it.

   (a) Send customers of Georgia Jobs statements weekly via the receptionist. (The accounting clerk can do this for you.)

   (b) Prepare a balance sheet every month. Send a copy to the Office Manager, Supervisor, and Home Office (the instructor).

3. The receptionist keeps a record of attendance. A class missed equals one day's pay lost for the first six weeks. Then each employee is paid for one day's sick leave and one day's vacation each month.

Title: Typist I and II*

Rate of Pay:

General Skills/Abilities/Duties:

1. The typists will proofread all typed work and correct all errors before turning it into the supervisor.

2. The typists will verify all figures and legal documents typed by reading the copy and original to each other.

3. The typist will check each Work Order to see that all requirements have been fulfilled before turning the work in to the supervisor.

4. The typist will keep a record of the time spent in completing any Work Order and will post that time on the Work Order.

Special Information:

1. In the event you are not busy, ask your supervisor for work.

2. Always call in if you are unable to come to work.

3. Check in and out with the receptionist when going on break.

4. Assist the supervisor whenever you are asked to do so.

*This is the same positions as the correspondence secretary/information processor on Organization Chart I.

Title: Supervisor

Rate of Pay: $8/hr.

General Abilities/Skills/Duties:

1. The supervisor will be primarily responsible for seeing that all employees are kept busy performing the work of Georgia Jobs, Inc., with the exception of the accountant, secretary, and receptionist who are the responsibility of the office manager.

2. The supervisor will be responsible for checking each day to see that all jobs are covered.

3. The supervisor is second in command only to the office manager and should be willing to come in early and stay late

Special Information:

1. You will be responsible for proofreading each employee's work before releasing it. If work has been completed satisfactorily, give it to the assistant supervisor for logging out.

2. You will be responsible for assisting the typists, transcriptionists, key punch operators, and file clerks with any problems that they may have.

3. When an employee is neglecting his/her work, you will be responsible for recommending to the office manager that a Warning Notice be sent.

4. You will be responsible for assuming the duties of the office manager whenever he/she is absent.

5. You will attend the board meeting each Wednesday at 2:00 P.M.

6. You will be responsible for making at least four copies of all memorandums and other correspondence that you initiate.

Title: Supply Clerk

Rate of Pay: $4/hr.

General Skills/Abilities/Duties:

1. The supply clerk will be responsible for issuing permanent supplies to each employee and recording such information on the proper form.

2. The supply clerk will be responsible for organizing the supply closet and keeping an inventory of incoming and outgoing supplies.

Special Information:

1. You are to receive requests for supplies from the vice president, office manager, and supervisor. If the receptionist or secretary needs supplies, he/she should make a request for them through the office manager. If typists and clerks need supplies, they should make requests for them through the supervisor.

2. When positions change supplies are reissued to the new person in that job. After a complete check with you, the new person signs and dates the same supply list.

3. As work progresses, if an employee finds that he/she has been issued any supplies that have not been used, he/she should phone you and make arrangements to return them.

4. When you receive a supplies request, follow this procedure:

   (a) First, check to see if you have the requested supplies in inventory; if so, fill the request. If not, place it on the ORDER nail.

   (b) Each Thursday check with the instructors in the department to see if they need any supplies.

   (c) On Friday, type up the requests on the ORDER nail and those from the faculty by 1:30 P.M. and take them to the vice president for approval.

   Check the inventory to see if these items are on hand. If not, take the requests to the purchaser for ordering.

5. When supplies come in, check the items received against the order copy (pink slip). It should be signed by the vice president when all items have been received.

Note (in pencil) the price of each item on the ledger sheet when records for that particular item are kept.

6. Be sure that you let the receptionist know whenever you leave the office.

Title: Secretary

Rate of Pay: $5/hr.

General Skills/Abilities/Duties:

1. The secretary must possess good typing skills. A typing speed of 50-60 words per minute is essential.

2. The secretary must be able to transcribe efficiently and accurately from shorthand notes and from the dictaphone.

3. The secretary must be able to spell well, punctuate correctly, and use words properly. Good handwriting is an asset.

4. The secretary should have the ability to make decisions and organize and set priorities in completing work.

5. The secretary must possess the ability to proofread. Accuracy and careful attention to detail are essential.

6. The secretary must present a positive image as a representative of her company and her boss. Appearance, poise, speech, and the ability to work with others are essential qualities.

Special Information:

1. You are secretary to the office manager of the local Georgia Jobs, Inc. branch. Your duties include:

   (a) answering the telephone for the office manager.

   (b) opening and date stamping his/her mail.

   (c) taking minutes at the board meetings each Wednesday at 2:00 P.M. and transcribing them no later than Friday at 2:30 P.M. You will also be responsible for making copies of the minutes and distributing them to all who were in attendance.

   (d) keeping the receptionist informed when you and the office manager are out, as well as covering for the receptionist in her absence.

   (e) keeping a calendar of upcoming events; planning ahead and reminding the office manager, supervisor, vice president, and accountant of special events.

   (f) perform the duties of the office manager whenever he/she is absent, or ask the supervisor to perform them.

(g) perform typing duties for the office manager using the following procedure:

(1) Make at least two copies of all memorandums and letters, one for the vice president and one for the files.

(2) Make sure the office manager signs all correspondence before sending it out.

(3) Maintain an OUT basket for items to be filed.

(4) Make sure that all enclosures are included in letters bearing an "Enclosure" notation.

(h) make sure that the office manager has a supply of stationery, pens, forms, etc., on hand.

(i) dust the office manager's desk, organize his/her papers, and water the plants.

Title: File Clerk I and II

Rate of Pay:

General Skills/Abilities/Duties:

1. The file clerk will be responsible for pulling all work orders.

2. The file clerk will be responsible for doing all of the filing for the office, and File Clerk II will serve as his/her assistant.

3. The file clerks will file all materials using proper filing procedures.

4. The file clerks will be responsible for making certain that file drawers are labeled accurately.

5. The file clerks will be responsible for taking orders for files.

Special Information:

1. At least one file clerk should be at his/her desk at all times to receive incoming calls, especially at 12:50 P.M. Sorting, planning, and typing will also be a part of your job duties that will allow you to spend your time wisely.

2. You are in charge of all Georgia Jobs, Inc. files -- work order forms drawer, typewriting drawer, and Georgia Jobs tasks drawer.

3. The office manager, vice president, and supervisor will call in for work order files when needed. You will be responsible for pulling these files and delivering them immediately.

4. Material in the "Typing In" basket should be filed first daily.

5. Material to be filed for the office manager or secretary will be picked up daily from the secretary's out basket and filed in folders set up for that purpose.

6. All materials should be filed using the following procedures:

   (a) No paper clips should be used, except in the work order file.

   (b) Newer material is always placed on top.

(c) The top edge of the documents should be turned to the left when inserting them into the folder.

(d) The notation "nf" when it appears on a document means make a new folder.

7. When there are lags in the work flow, you will be responsible for separating tasks and clipping the work orders and materials together in the proper order.

Title: Receptionist

Rate of Pay: $4/hr.

General Skills/Abilities/Duties:

1. The receptionist should dress well since he/she is the first representative of the company that the public sees.

2. The receptionist should enjoy working with people. He/she should always be willing to interrupt whatever work he/she is engaged in to greet a caller or answer the telephone in a brief but pleasant manner.

3. The receptionist will be responsible for keeping the front office neat and attractive by making sure that magazines are available and arranged, that the area is free of dust, that plants are watered, that trash is picked up, and that his/her own desk is arranged attractively.

4. The receptionist should know the proper procedures for using the telephone and how to keep records. Typing skill is also desirable.

5. The receptionist will be responsible for knowing where all employees are at all times and for informing the office manager and supervisor of any absences immediately so that all jobs can be covered. He/she is also responsible for reporting such absences on a weekly basis to the accountant so that paychecks can be adjusted accordingly.

6. The receptionist will be responsible for receiving all incoming and outgoing mail, sorting it, and delivering it to the various departments.

7. The receptionist should be willing to come in early and stay late and must be able to work well under pressure.

Special Information:

1. At Georgia Jobs, Inc. it is your duty to monitor the length of coffee breaks taken by employees. Breaks are not to exceed fifteen minutes.

2. If tour groups visit the office, you are responsible for showing them around.

3. You will be responsible for keeping a petty cash fund and a few stamps on hand for anyone who needs these services. (The stamps, of course, must be paid for.)

4. You are responsible for keeping a file of the names, addresses, and telephone numbers of the business firms with whom we do business.

5. You will be responsible for receiving the completed work orders from the supervisor and for handling them according to the following routine:

   (a) Check your index card file to make sure you have a card with the customer's name, address, and telephone number.

   (b) Check the work order to see if all parts of it are clipped together.

   (c) Call the office manager and update his/her records as to the completion date and the time required to complete each work order.

   (d) Call each customer as completed jobs are submitted to you to find out what method he/she wishes to use in acquiring them (pick up or mail). Follow through on the chosen method.

6. Incoming mail will be received daily at 12:50 P.M. You are to sort and distribute it immediately according to the following procedures:

   (a) In-house mail, or mail for persons and departments within the classroom, should be distributed unopened to the proper person or department.

   (b) "Junk" mail should be distributed to whomever it seems to apply. If you cannot decide who should get it, pass it on to the office manager.

   (c) For "live" outgoing mail, stamp it with a real stamp and place it in the outgoing tray in the administration office.

   (d) Mail for instructors within the school should be given to the administrators' secretary for delivery.

   (e) Outgoing mail for Georgia Jobs, Inc. should be placed in the office manager's IN basket at 2:30 P.M. daily.

   (f) All work orders should go immediately and directly to the office manager.

7. Any repetitious duties, such as watering the plants, should be indicated on your calendar several weeks in advance.

8. REMEMBER: Never leave your desk unless you are sure that there is someone to cover for you while you are away.

Title: Office Manager

Rate of Pay: $9/hr.

General Skills/Abilities/Duties:

1. The office manager is in charge of the local branch office of Georgia Jobs, Inc. and is directly responsible to the president in the home office.

2. The office manager should confer regularly with the vice president by telephone or mail concerning any achievements or problems in the branch office.

3. The office manager will be responsible for seeing that all positions are covered promptly. The receptionist and secretary will assist with this responsibility.

4. The office manager should see that the supervisor is carrying out his/her duty of ensuring that office employees are on Georgia Jobs' business, not personal business.

5. The office manager will serve as the office's main contact with the outside world. He/she will be responsible for enriching the training of employees by planning field trips to local business, inviting speakers, equipment vendors, etc., planning style shows, and planning for the showing of educational films.

6. The office manager will be responsible for holding a board meeting on Monday of every week at 2:00 P.M. The vice president, accountant, supervisor, and the secretary will be required to attend this meeting, also. The secretary will be primarily responsible for recording the minutes.

7. The office manager will be responsible for making any necessary improvements in organization, forms, routines, or arrangements in the local office.

8. The office manager will be responsible for keeping employees informed of job openings by posting notices of such openings on the office bulletin board.

9. The office manager will be responsible for keeping employees informed by writing and issuing of memorandums.

10. The office manager should be proficient in English usage, particularly spelling, grammar, and punctuation.

11. The office manager should know how to organize and delegate work. It is very important that he/she get OTHERS TO WORK rather than doing the work himself/herself.

12. The office manager, along with the supervisor, will be responsible for establishing the style of letter to be used in the office.

13. The office manager should be able to supervise all jobs and all employees performing those jobs.

14. The office manager should be responsible for keeping informed of office activities via a Weekly Report. This report comes in the mail at 2:30 P.M. on Friday and includes information on incoming work, total hours worked by employees that week, and program totals.

15. The office manager will be responsible for writing all letters that go outside the company. These letters must be sent to the home office for approval.

16. The office manager will be responsible for the issuing of all warning notices to employees.

Special Information:

1. It is your responsibility as office manager to arrive at the office early and stay late.

2. You should scan all incoming mail that has been opened and dated by your secretary as soon as possible.

3. Use your calendar to plan ahead and write information reminders of what is to be done on a certain date.

4. At least two carbon copies of all correspondence should be retained in the office files.

5. You are responsible for letting your secretary know where you will be at all times.

Title: Clerk-Typist

Rate of Pay: $4/hr.

General Skills/Abilities/Duties:

1. The clerk-typist should have good typing skill and must be able to type at least 35 words per minute. It is preferable that he/she be able to type 45-60 words per minute.

2. The clerk-typist will type letters, memorandums, invoices, purchase orders, reports, index cards, and other business papers.

3. The clerk-typist must know proper filing procedures, how to operate business machines, and how to answer the telephone properly.

4. The clerk-typist must possess good communication skills, particularly in the areas of spelling, grammar, punctuation, and vocabulary.

5. The clerk-typist must be able to make decisions, organize and set priorities for the work.

6. The clerk-typist must be at work regularly, be prompt and dependable, possess initiative and common sense, and show interest and take pride in a job well done.

Special Information:

1. Always call in if you are unable to come to work.

2. When you take your break, check in and out with the receptionist. (It is his/her job to know where everyone is at all times.)

3. All work will be assigned to you by a work order. NOTICE FIRST OF ALL THE DUE DATE!!

   (a) Set your work priorities by the due dates on your work orders.

   (b) Check each work order carefully to see that your work is complete -- carbon copies? envelopes? enclosures?

   (c) Keep a record (post time on work order) of time spent in performing each work order (for billing purposes).

(d) Turn your work in to your supervisor one day ahead of the due date (for billing purposes).

4. Proofread all of your work and correct all errors found. If you are typing figures, VERIFY them by reading them with another person.

5. Organize your work before turning it in. All parts of a piece of correspondence -- envelopes, carbon copies, enclosures, etc. -- should be clipped neatly to it. THE WORK ORDER should be on top.

6. You are free to use any reference materials in the performance of your job -- English book, filing book, dictionary, ZIP Code directory, telephone book, typing book, etc.

Title: Accounting Clerk

Rate of Pay: $4/hr.

General Skills/Abilities/Duties:

1. The accounting clerk will be working with invoices, credit memorandums, payrolls, balance sheets, checks, bank statements, and other business papers.

2. The accounting clerk should have good accounting skills and should enjoy working with figures.

3. The accounting clerk should know enough about what the accountant is doing to fill in when he/she is absent.

4. The accounting clerk should be able to type at least 35 words per minute and should know how to file and use the telephone properly.

5. The accounting clerk should be able to set priorities and organize the work.

6. The accounting clerk must be at work regularly, be prompt and dependable, possess initiative and common sense, and show interest and take pride in a job well done.

Special Information:

*1. In a small class, the accounting clerk may act as the bank. At this time the bank is not a part of the Georgia Jobs, Inc. office but an outside agency.

The accounting clerk prepares the bank statement for Georgia Jobs every two weeks and sends it to the accountant. He/she also receives all deposits made to the bank, as well as checks paid out for Georgia Jobs.

2. In a small class, the accounting clerk may act as utilities companies and once a month send bills to Georgia Jobs, Inc. For "greater reality" these will be mailed through the receptionist, not handed to the accountant.

*In a large class, these tasks are performed by students acting as the "outside" bank and/or utilities companies.

BEGINNING INSTRUCTIONS
(IMPLEMENTATION)

INTRODUCTION TO OFFICE SIMULATION

The following suggestions may be used in introducting the office simulation program to the students:

First Hour

1. Greet the students and express your appreciation for their letters of application.
2. Ask them to fill out an application form, a W-4 form, and a G-4 form. (20 minutes)
3. Give typewriting tests to typists:
   (a) 5 - minute "practice test"
   (b) 5 - minute timed typing test
   (c) 10 - minute production problems (2)
4. Give Math tests to accountants.

-BREAK-

5. Specify class hours and the importance of attendance and punctuality.
6. Explain payment (wages) system:
   (a) Paid for an eight-hour day.
   (b) Docked for any absences.
7. Inform students that the accountant will be responsible for working up the payroll.
8. Emphasize the importance of letting the receptionist know where they are at all times.
9. Point out the reference materials and emphasize their importance in producing mailable, accurate, and usable work.
10. Explain the Warning Notice system.

11. Explain the use of the dictaphone, memory typewriter, and keypunch.
12. Explain the use and location of the following:
    (a) employee manual
    (b) in-baskets and desks
    (c) supplies (supply clerk)
    (d) change and stamps (receptionist)
    (e) telephones
    (f) mail

-Second Hour-

1. Explain the purpose of the simulated office in learning.
2. Explain the services provided by Georgia Jobs, Inc.
3. Explain the functions of the various departments.
4. Explain the use of the work order.
5. Explain the importance of personal appearance.
6. Explain the grading system.

GEORGIA JOBS, INC.

Secretary's Manual

START HERE, WHAT YOUR BOSS WISHES YOU KNEW

The first days on a new job can be confusing and anxiety-filled. As the new kid on the block you're unfamiliar with the systems, your co-workers, your boss's style. To make the transition easier, here are some guidelines to on-the-job etiquette and procedures.

YOUR BOSS AND YOU

- There is no such thing as a "stupid question."
- For small problems have your boss suggest a specific individual to help you.
- Don't assume that you can use your boss's first name.
- Listen to, watch and learn your boss's priorities.
- Learn about overall organization activities.
- Protect your boss's privacy.
- Never gossip about your boss.

BASIC JOB ETIQUETTE

- Tell your supervisor when you're leaving for lunch.
- Inform your boss beforehand if you have to leave early.
- Arriving promptly each day matters.
- Dress in a way that suits your job.
- Realize that every job has some duties that are boring.
- Don't rush to decorate your work area.
- Answer the telephone with your name.
- Don't overwhelm your new co-workers by rushing around introducing yourself to everyone.
- Take your time developing permanent lunchtime associates.
- Don't worry so much about being liked.
- And most valuable: Calm some of that beginning nervousness.

*Written by Shirley Sloan Fader (McGraw-Hill Book Company)

HOW TO BE A SUPER-SECRETARY

(Jackie Murtin)

How nearly a Super-Secretary are you?

1. You are well-dressed.
   a. appropriate dress
   b. grooming
   c. personal neatness

2. You are pleasant.
   a. even tempered under strain
   b. take criticism without resentment
   c. sense of humor
   d. control moods
   e. control temper

3. You are a clam.
   a. silence concerning business affairs . . . (this is a MUST)
   b. silence concerning personal troubles
   c. silence concerning office feuds and gossip

4. You are a screen.
   a. relieve chief of detail
   b. successfully protect hi./her from unimportant interruptions
   c. compose letters you are qualified to handle

5. You are truly humble.
   a. pleasant toward associates
   b. pleasant toward outsiders
   c. perform personal duties for boss cheerfully
   d. allow boss to take credit for your work

6. You have a steel-trap memory.
   a. remember instructions
   b. remember names and faces
   c. remember routine details

7. You are quick on the trigger.
   a. initiative in an emergency
   b. assemble data before your boss calls for it
   c. understand material dictated
   d. alert to prevent errors
   e. always check figures and dates

8. You have a telephone charm.
   a. voice pleasant . . . tone clear
   b. telephone tact
   c. obtain accurate information over phone

9. You are Johnny-on-the-spot.
   a. there when boss wants you
   b. on time consistently
   c. prompt in answering buzzer, telephone
   d. work late cheerfully when necessary

10. You soak up knowledge.
   a. understand and abide by company policies
   b. study supplementary courses
   c. increase your fund of general information
   d. continually improve your knowledge of the business or profession of which you are a part

11. You are a good housekeeper.
   a. keep boss's office in order
   b. keep your own desk and typewriter in order
   c. organize efficient office routine
   d. always have necessary supplies on hand

12. You are loyal to your boss.
   a. put his/her interests first
   b. tactfully prevent difficulties
   c. smooth them out when they occur
   d. speak of him/her always in terms of respect and admiration

13. Your letters are a work of art.
   a. uniform printwork
   b. even margins
   c. well-centered
   d. no smudges
   e. correct spelling
   f. correct grammar
   g. correct punctuation

IT SHOULDN'T HAPPEN TO A SECRETARY

As long as people are human, embarrassing moments will occur even in the best-run offices. The important point is to pass them off lightly; don't dwell on them. And if you tend strictly to business, you can avoid most ticklish situations.

The following are good rules for secretaries which were suggested by an office manager:

1. When the boss is out, work and act as though he/she were present. Nothing is more embarrassing than to be "caught in the act."

2. Use the powder room for repairs.

3. Being friendly is a wonderful quality. But tread gently unless you know your associates well. Some people who are shy and reserved may react unexpectedly.

4. Be careful to put letters and enclosures in the proper envelopes. It pays to double-check outgoing mail.

5. Wise secretaries have learned to think twice before they speak. You never have to regret something you didn't say.

French, Marilyn. "It Shouldn't Happen to a Secretary." Today's Secretary, May, 1960.

THE BUSINESS LETTER

There are four basic paragraphs to any business letter. The content of these paragraphs may be summarized as follows:

Paragraph 1
(Statement of Purpose)

Paragraph 1 is short and to the point. It gives a complete statement of the main concern of the letter. It should not be cluttered with thank you's or explanations. One or two sentences is a sufficient length for this paragraph.

Paragraph 2
(Explanation of Purpose)

Paragraph 2 may well be the longest paragraph. It should present a clear, flowing discussion of the letter's purpose from the reader's -- not writer's -- point of view.

Paragraph 3
(Optional)

Paragraph 3 is a catch-all paragraph. It is optional but often necessary and should be discarded only if there is absolutely no information to disclose in it.

Paragraph 4
(Goodwill Builder)

Paragraph 4 has as its purpose the building of goodwill. This is done by commenting on a positive idea mentioned earlier in the letter. It can also be done by mentioning a date by which the letter problem can be resolved.

CLASSIFICATION OF LETTERS

The primary kinds of letters which are written in business are the order letter, request letter, claim letter, and reply letter. The content of the four paragraphs of each of these types of letters follow:

Order Letter

- Paragraph 1 includes complete identification of the item and a clear statement of the desire to order.
- Paragraph 2 explains the need or use for the item ordered.
- Paragraph 3 states the terms of payment, delivery arrangements, and any special instructions.
- Paragraph 4 reveals the date by which the merchandise is desired.

Request Letter

- Paragraph 1 identifies the request specifically.
- Paragraph 2 defines the use to be made of the information, item, or material requested. Several carefully controlled sentences should be used and all questions the recipient of the letter might have should be answered.
- Paragraph 3 shows the recipient why he/she should grant the request, or it asks additional questions or for additional materials.
- Paragraph 4 states a date by which the reply to the request is desired or needed and, in a pleasant tone, explains why.

Claim Letter

- Paragraph 1 states the malfunction or problem and includes necessary numbers of accounts, dates, etc.
- Paragraph 2 gives a brief history of the malfunction or problem. The recipient should see why the writer is "complaining."
- Paragraph 3 makes clear what remedy is desired for the problem.
- Paragraph 4 gives the date by which the solution to the problem is desired.

Reply Letter

- Paragraph 1 answers definitely and clearly the main question raised (say yes or no). It should also refer to the request specifically by account number, description, or identity given in previous letter.
- Paragraph 2 tells why a "yes or no" answer was given in Paragraph 1. Include honest and convincing details.
- Paragraph 3 offers a positive alternative or a different solution to the request made <u>if the decision was negative</u>. If the decision was positive, omit Paragraph 3.
- Paragraph 4 should include some assurance <u>if the reply made in Paragraph 1 was negative</u>. If the reply was positive, a well-wishing statement is appropriate.

IMPORTANT!!!

In all letters avoid negative ideas and words.

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USING THE DICTAPHONE

1. Do not use the ERASE KEY under any circumstance! Find it now.

2. There are three left-right switches on your machine. Switches should be set for DICT (not CONF)
   Mic (not ACC)
   MIC (not SPKR) for operation only to hear sound. (For audio, set one switch on SPRK, not MIC.)

3. TO TURN ON: Raise level at left side of machine. (Light comes on.)

4. Punch button on right top to machine and align all numbers at 000.

5. Speed is best at +1, as a rule.

6. Tone is best at 4 to 6.

7. Volume is best at 3, 4.

8. FOOT PEDAL: The center, broad part is for FORWARD.
   The left thin ridge is for FAST forward.
   The right thin ridge is for RECEASE, and backs up your tape.

9. TO TURN OFF: Lower the level you raised at the right side of the machine.

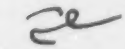
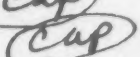
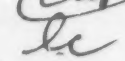
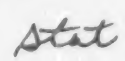
10. Cover your machine

    A. If your machine seems out of order, check the plug on the left side. It should be plugged in so that the cord coming out from it naturally flows to the back, not the front, of the plug in.

    B. After hearing a tape, always rewind it for the next person's use.

    C. Always be sure your machine is off and covered when your work is complete.

PROOFREADER'S MARKS

Meaning	Symbol	Example
Delete (as indicated)		He is a ~~big~~ boy.
Insert (as indicated)		It was a girl.
Insert space		weare (or) weare
Omit stroke		stands ~~stands~~ stands
Bring together		mark up
Move right (as indicated)		Now is the time
Move left (as indicated)		Now is the time
Paragraph		(*)
No Paragraph		(*)
Transpose/turn around		~~h~~e
Single space		(*)
Double space		(*)
Triple space		(*)
Make letter capital		english
Make all letters capital		English Channel
Make letter small or lowercase		Legislature
Underscore word or line		Pop Art
Move words, lines, and paragraphs as indicated		(*)
Spell out		N.Y.
Align horizontally		To: Mr. E. Smith
Ignore the correction		hundreds

(*) Self-explanatory

PROOFREADER'S MARKS

Meaning	Symbol	Example
Delete (as indicated)	ℓ	He is a ~~big~~ boy.
Insert (as indicated)	^	It was a girl.
Insert space	#	weare (or) weare
Omit stroke	⌒	stands ~~(or)~~ stands
Bring together	⁀	mark up
Move right (as indicated)	]	Now is the time]
Move left (as indicated)	[	[Now is the time
Paragraph		(*)
No Paragraph		(*)
Transpose/turn around	tr	hte
Single space	~~ds~~	(*)
Double space	ds	(*)
Triple space		(*)
Make letter capital	cap	english
Make all letters capital	cap	English Channel
Make letter small or lowercase	lc	Legislature
Underscore word or line		Pop Art
Move words, lines, and paragraphs as indicated		(*)
Spell out	sp	N.Y.
Align horizontally		To: Mr. E. Smith
Ignore the correction	stet	hundreds

(*) Self-explanatory

SECRETARIAL ADDRESSING FOR AUTOMATION

You can personally increase the speed and accuracy with which your company's mail is sorted and delivered. Since much of this mail passes through your hands, you are in an excellent position to see that it is prepared for sorting by the Postal Service's computerized sorting equipment. It's not hard to do - just follow the suggestions outlined. You'll be promoting your company's image and your own.

1. BASIC FORMAT

The address area should be in block form with all of the lines having a uniform left margin. It should be at least 1 inch from the left edge of the envelope and at least 5/8 inch up from the bottom of the envelope. No print should appear to the right or below it.

2. UNIT NUMBER

Mail addressed to occupants of multiunit buildings should include the number of the apartment, room, suite, or other unit. The unit number should appear immediately after the street address on the same line - never above, below or in front of the street address.

3. CITY, STATE, AND ZIP CODE

These should appear in that sequence on the bottom line of the address block. This is where automatic sorting equipment is instructed to look for this information.

Mail presorted by ZIP Codes bypasses many processing steps in the post office and can get to its destination quicker.

4. WINDOW ENVELOPES

Inserts and envelopes must be matched so that the address will show through the window no matter how much the insert slides around in the envelope. There should be at least 1/4 inch between the address and the left, right, and bottom edges of the window whatever the position of the insert.

GENERAL XYZ CORP
ATTN MR C P JONES
1000 MAIN ST ROOM 4325
DETROIT MI 48217

5. STREET ADDRESS OR BOX NUMBER

These should be placed on the line immediately above the city, state, and ZIP Code. When indicating a box number at a particular station, the box number should precede the station name.

Correct spelling of street names is essential since some machines match the names in the address to those like it on the machine's memory.

6. ACCOUNT NUMBERS, DATES, ATTENTION LINES, etc.

Enter these on any line of the address block above the second line from the bottom.

Additional Suggestions

7. Type addresses in uppercase letters without punctuation.

8. Try to use type fonts other than italic, script, or proportionately-spaced fonts.

9. Be careful not to type the address at a slant.

10. Keep your typewriter keys clean to eliminate filled-in letters. Use a fresh, clean ribbon to get the best address impression possible.

11. Use rectangular envelopes that will provide good color contrast with the address impression. They should be no smaller than 3-½ by 5 inches and no larger than 6-1/8 by 11-½ inches.

12. Check to see that envelopes addressed back to your company have the correct address format and ZIP Code and that firms sending mail to your company have your correct ZIP Code.

13. If your firm wants to use a street location in its mailing address but wants its mail delivered to a post office box, the box number should be on the next-to-last line of the address. The ZIP Code used should be the one for the box number, not the street address:

    GENERAL XYZ CORP
    1000 MAIN ST
    P O BOX 3302 JEFFERSON STATION
    DETROIT MI 48214

14. You can simplify addresses and increase the machinability of your mail by using two-letter abbreviations for state names:

TWO-LETTER STATE ABBREVIATIONS

Alabama	AL	Indiana	IN
Alaska	AK	Iowa	IA
Arizona	AZ	Kansas	KS
Arkansas	AR	Kentucky	KY
California	CA	Louisiana	LA
Canal Zone	CZ	Maine	ME
Colorado	CO	Maryland	MD
Connecticut	CT	Massachusetts	MA
Delaware	DE	Michigan	MI
District of Columbia	DC	Minnesota	MN
Florida	FL	Mississippi	MS
Georgia	GA	Missouri	MO
Guam	GU	Montana	MT
Hawaii	HI	Nebraska	NE
Idaho	ID	Nevada	NV
Illinois	IL	New Hampshire	NH

New Jersey	NJ	South Dakota	SD
New Mexico	NM	Tennessee	TN
New York	NY	Texas	TX
North Carolina	NC	Utah	UT
North Dakota	ND	Vermont	VT
Ohio	OH	Virginia	VA
Oklahoma	OK	Virgin Islands	VI
Oregon	OR	Washington	WA
Pennsylvania	PA	West Virginai	WV
Puerto Rico	PR	Wisconsin	WI
Rhode Island	RI	Wyoming	WY
South Carolina	SC		

*Taken from Secretarial Addressing for Automation, U.S. Postal Service, 1974.

FOUR CLASSES OF MAIL

1. First-Class Mail consists of letters, carbon copies of letters, reply mail, bills, and statements of account regardless of method of production. First-Class mail is limited to letters and packages up to 70 pounds. ALL FIRST-CLASS MAIL is now sent airmail.

2. Second-Class Mail is used by publishers and new agents who hold special permits to send printed newspapers and periodicals. The public can also use second-class mail for sending newspapers, magazines, and other periodicals. There is no weight limit for this particular class of mail.

3. Third-Class Mail includes matter that need not be classed as first or second class mail and that weight up to, but not more than 16 ounces.

4. Fourth-Class Mail is commonly referred to as parcel post. It includes merchandise, printed matter, and mailable live animals. It weighs 16 ounces or more and rates vary according to the weight of the package and the distance it is to be transported.

SPECIAL MAIL SERVICES

Registered Mail provides protection and evidence of receipt for valuable and important mail. It is most frequently used in sending money and valuable papers; such as stocks, bonds, contracts, and bids.

Certified Mail is a special postal service available for first-class mail which provides the sender with proof of the delivery of a letter. It is handled in the ordinary mail and no insurance coverage is provided.

Guidelines for Typing
Minutes of a Meeting

I. Usually divided into three sections

   A. Attendance
   B. Old business
   C. New business

II. Heading usually centered--each line individually

   A. Title
   B. Location of branch office
   C. Date

III. Spacing used

   A. Double space the heading
   B. Triple space prior to each subdivision
   C. Double space after each subdivision
   D. Single space other items

IV. Standard margins used

   A. One and one-half inch top margin
   B. One and one-half inch on left
   C. One inch on right

SOME STANDARDS
FOR
GEORGIA JOBS, INC.

1. Dress for office work. No dungarees!
2. Attendance and punctuality are very important. If absent or late, always call in.
3. Keep your typewriter clean, your desk clean, your type clear.
4. Change your own ribbon and correct tape. See the Supply Clerk for supplies.
5. Use the dictionary, Zip Code directory, telephone book, and other references as needed.
6. Bring a trashcan, flowers, pictures if you like.
7. Lock your desk daily.
8. GOAL: Mailable copy. This means no errors in grammar, spelling, or typing.
9. After trying you best to solve a problem yourself, take the problem to your supervisor next, then to the office manager.
10. GOAL: Your making as many decisions as possible for yourself.
11. Make suggestions for improvement in any and all areas of the course. Help us make it work better!

Information for Typists
Standards for Work

1. First, is it NEAT?

   A typist's work is first judged on placement on the page, and neat appearance.

2. Second, is it ACCURATE?

   Any typographical errors?

   Spelling errors?

   Errors in word dividsion?

   Is the address correct?

   Above all, is the addressee's name correct?

   Are enclosures referred to? ARE THEY ENCLOSED?

   Have numbers been verified? Totals?

3. Third, is the work order complete? Letter, envelope, enclosures, cc's, etc.--proper person. Everything called for should be clipped together as one item of work.

4. Fourth, was it produced in a reasonable amount of TIME?

5. Firth, does it SOLVE THE PROBLEM? All work (correcpondence) is in answer to a problem. WHAT is the question. Have you answered appropriately?

6. Sixth, did you sue your own judgment and initiative in preparing the solution? Try to ask as few questions as possible. Handle everything possible yourself, short of not understanding the assignment. Look for information needed in your dictionary, English book, typing book, telephone book, Roget's

Thesaurus, Zip Code directory, etc. DO IT YOURSELF! At the same time, don't fail to communicate. Ask each other!

NOTE:

(a) You may want to label a folder "To be signed" or "Office Manager" etc. and turn your work in, in this folder.

(b) Make one copy of everything you do for your file. If needed, make one for the office. For economy's sake, these copies will be carbon copies, usually.

WORKING WITH OTHER EMPLOYEES

The following are a few suggestions that will help you get along with others in the business world. By adhering to these fundamental principles, your career in the business world will be much more pleasant and your opportunities for advancement will be increased.

1. Do not give orders to others unless you have the authority. Bossy persons are usually disliked.
2. Do not "pass the buck." Accept the responsibility of tasks assigned you.
3. Do not override another's authority.
4. Respect people for their good qualities, even though they may have faults. Try to find something good in everyone.
5. Never make another person feel defeated. Admit that others' ideas have merit before advancing your own.
6. Be a good loser, but do not develop a defeatist attitude when your own ideas are not accepted as being the best. If you are wrong, admit it.
7. Do not pretend to "know all of the answers," to be an authority on all subjects, to try to impress others with your knowledge.
8. Do not attempt to settle all arguments. Such a person is seldom liked by others.
9. Do not rely on verbal orders. Put them in writing.
10. Never give a harsh or impatient answer. Before giving a blunt reply, think it over.
11. Be cheerful, even though things do not go your way.
12. Do not hold a grudge against anyone. Practice forgiveness.
13. If you cannot say something pleasant, don't say anything. Do not be a gossip, a spreader of bad news, or a rumor spreader.

14. Never make a promise that you cannot keep.

15. Do not be overly solicitous. It may seem insincere to the other person.

16. Express appreciation with a pleasant "Thank you" when an associate has helped you.

17. Be considerate of others, as you would want others to be of you.

18. Learn to listen without interruption, particularly if instructions are being given.

19. Pay special attention to your dress, grooming, and manners.

20. Try at all times to improve your work organization and efficiency.

ERRORS AS CLASSIFIED BY BUSINESSPEOPLE

Mailable

__ Extra space between words

__ Failure to space twice after end-of-sentence punctuation

__ Top margin 1½ or more inches smaller than bottom margin

__ Top margin 1½ or more inches larger than bottom margin

__ Signature line six or more spaces below complimentary close

__ Enclosure notation placed before reference initials

__ Secretary's reference initials omitted

__ More than two neat corrections in one letter

Mailable After Correction

__ Incorrect spelling of word or name

__ Failure to capitalize proper noun

__ Capitalization of word when not necessary

__ Omitted period at end of sentence

__ Use of period instead of question mark

__ Omission of comma between day and year in date

__ Omission of comma between city and state

__ Omission of commas between items in a series

__ Omission of comma when needed to separate two independent clauses

__ Omission of comma after an introductory clause

__ Apostrophe omitted in possessive case

__ Failure to use a colon before a listing of items

__ Omission of date on letter

__ Omission of two-letter state abbreviation with ZIP Code

Mailable After Correction or Nonmailable

__ Improper word division

Nonmailable

__ Addition or omission of word which changes meaning of sentence

__ Transposed words

__ Disagreement of subject and verb

__ Failure to spell out number when used at beginning of sentence

__ Left margin more than one inch smaller than right margin

__ Left margin more than one inch larger than right margin

__ Left margin uneven at other than paragraph indentions

__ Right margin uneven -- more than one inch between longest and shortest lines

__ Uneven paragraph indentions

__ Failure to double-space between paragraphs

__ Signature line two spaces below complimentary close

__ Letter askew on page (going uphill or downhill)

__ Dirty type

__ Unattractive correction

__ Handwritten correction

__ Strikeover

__ Smudges

SPECIAL INFORMATION

GEORGIA JOBS, INC.

Agenda for Meeting of the Board of Directors

August 11, 1982

1. Call to order . . . . . Wanda Lampley

2. Reading and Approval of . . . . . Judy Davis
   Minutes

3. Call for Old Business . . . . . Wanda Lampley

4. Call for new Business . . . . . Wanda Lampley
   Dept. Heads will select
   Most Improved Worker
   Absences and Tardiness

5. Adjournment . . . . . Wanda Lampley

* Old business is always called for first to get unfinished items off the docket.

SAMPLE BOARD MINUTES

MINUTES OF THE MEETING
OF THE BOARD OF DIRECTORS

July 14, 19--

The first meeting of the Board of Directors of Georgia Jobs, Inc. was held in the Conference Room of the Corporation, 1111 Whitesville Road, P.O. Box 573, LaGrange, Georgia, on July 10, 19--. The members present were:

Ronald Moreland	Claudia Harris
Lurlene Partridge	Becky Neely
Glenda Brown	

Mr. Ronald Moreland, Head of Accounting, chaired the meeting, and Miss Becky Neely, Secretary, was recording secretary.

Mr. Ronald Moreland requested that the Board have its regular meetings every first Monday of each month. On motion duly made, seconded, and unanimously approved, the following resolution was adopted:

> RESOLVED, that the regular meetings of the Board will meet every first Monday of each month.

The Board elected officers for the Summer Quarter. They are as follows:

Ronald Moreland, President
Lurlene Partridge, Vice President
Becky Neely, Secretary
Glenda Brown, Treasurer
Pearl Pitts, Social Chairman
Claudia Harris, Reporter

There being no further business, the meeting was adjourned at 1:15 P.M.

Respectfully submitted
Becky Neely
Secretary

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MEMO

TO: Ms. Wanda Lampley

FROM: Lou S. Cannon

SUBJECT: Warning Notice

DATE: August 10, 1982

Please prepare a warning notice for Sharon McRae. Yesterday was her third absence. (#1)

Please prepare a warning notice (#3) for Becky Stephens. She is terminated (out of the course). I'll send Mrs. Wilson a memo on this.

GEORGIA JOBS, INC.

WARNING NOTICE

NO: 1

TO: Sharon McRae DATE: August 10, 1982

SUPERVISOR: Lisa Boyd

DEPARTMENT: Accounting RETURN DATE: August 11, 1982

COMPLAINT: Too many absences

OTHER REASONS (specify):

DISCIPLINARY ACTION POLICY: 1st Warning-Written (Warning notice issued and on file), 2nd Warning-Written (Warning notice issued and on file), 3rd Warning-Termination.

1st Warning Notice

I understand the complaint. I understand this warning notice and the meaning if subsequent warning notices and the related disciplinary action.

SUPERVISOR: EMPLOYEE:

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WORK COMPLETED SLIP

NAME _____ WORK ORDER NO. _____

DATE RELEASED FOR BILLING _____

DUE DATE _____

APPROVED BY _____

This slip allowed for the billing out and passing on of work quickly to customers.

FILING LOG

A
ACCOUNTANT CORRESPONDENCE
AMERICAN REDCROSS
APPLICATIONS
MISCELLANEOUS (A)

B
BANK STATEMENTS
BOWEN HAROLD (MRS.)
MISCELLANEOUS (B)

C
CHAMPION OFFICE SUPPLY COMPANY
CATALOG
CAKES FOR ALL OCCASIONS
CARROL TECH
CHATTACHOOCHEE VALLEY COMMUNITY COLLEGE
MISCELLANEOUS (C)

D
DEB SHOP, THE
DICTAPHONE
DYSTERIA
DUE PROCESS
MISCELLANEOUS (D)

E
EVALUATION
MISCELLANEOUS (E)

F
MISCELLANEOUS (F)

G
GRADE PROJECTION SHEET
GETER, JOANTHAN J.
MISCELLANEOUS (G)

H
HANES CORPORATION (SEE JOAN CHENNALUT)
HOME OFFICE - CORRESPONDENCE
HUMAN RESOURCE MANAGEMENT
MISCELLANEOUS (H)

I
IBM
MISCELLANEOUS (I)

J
JOB OPENINGS
JOHNSON FITIZHON, INC. (RENT)
MISCELLANEOUS (J)

K
KEYPUNCH
MISCELLANEOUS (K)

L
LLOYD JOHN DR. DIRECTOR
LEGAL FORMS

MC_____

M
MANUFACTURING DIRECTORY - LAGRANGE, GA
MOUNTAIN REALITY
MICROFILM
MINUTES FO THE BOARD MEETINGS
MISCELLANEOUS (M)

N
MISCELLANEOUS (N)

O
OFFICE SERVICES INC
OFFICE MANAGER - CORRESPONDENCE
ORENTATION TO GEORGIA JOBS
MISCELLANEOUS (O)

P
PERSONNEL FILES OF GEORGIA JBOS
  BROWN, GLENDA
  GILBERT, RUTH
  HARRIS, CLAUDIA
  JONES, SHARON
  LAKES, CYNTHIA
  MORELAND, RONALD
  NEELY, REBECCA
  PARTRIDGE, LURLENE
  PITTS, PEARL
  WILKERSON, JACKIE
PRENTICE HALL INC.
PRICE LISTS - GEORGIA JOBS
PURCHASE ORDERS
MISCELLANEOUS (P)

Q
MISCELLANEOUS (Q)

R
RASH-WOOTEN, DORIS
MISCELLANEOUS (R)

S
SECRETARIAL - MRS DOROTHY GAY
SCHRAM, JOSEPH MR.
SOUTH-WESTERN PUBLISHING OC.
SUPERVISOR - CORRESPONDENCE
MISCELLANEOUS (S)

T
TELEPHONE
MISCELLANEOUS (T)

U
MISCELLANEOUS (U)

V
MISCELLANEOUS (V)

W
WEEKLY TELEPHONE CALLS
WHITE'S
WILEY & SONS
WORK PROCESSING A.B. DICK
WORD PROCESSING C P T
WORD PROCESSING IBM
WORD PROCESSING (INFORMATION)
WORD PROCESSING LANIER
WORD PROCESSING MEMORY TIP GUIDES
WORD PROCESSING ROYAL
MISCELLANEOUS (W)

X
MISCELLANEOUS (X)

Y
MISCELLANEOUS (Y)

Z
MISCELLANEOUS (Z)

Because the students were weak on filing, this log was used.

STOCK RECORD CARD

ITEM _____ MAXIMUM NO. _____

UNIT COST _____ MINIMUM NO. _____

AMOUNT TO ORDER _____ STOCK NO. _____

DATE _____

Date	Rec'd	Quantity Received	Quantity Issued	Cost	Balance on Hand

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GEORGIA JOBS, INC.

Chart of Accounts

I. Assets

111	Nonexistant Bank of LaGrange
*112	Petty Cash Fund
113	Supplies
114	Accounts Receivable
115	Office Furniture
015	Accumulated Depreciation - Office Furniture
116	Office Equipment
016	Accumulated Depreciation - Office Equipment
117	Prepaid Insurance

II. Liabilities

211	Accounts Payable
212	FICA Taxes Payable
213	Employees' Income Tax Payable
214	State Taxes Payable
215	FUTA Taxes Payable

III. Proprietorship

311	Georgia Jobs, Inc. Capital
*312	Expense and Revenue Summary

IV. Income

411	Professional Fees

V. Expenses

511	Rent Expense
512	Office Supplies Expense
513	Utilities Expense
514	Telephone Expense
515	Payroll Taxes Expense
516	Salary Expense
517	Depreciation Expense
518	Insurance Expense
519	Postage Expense
520	Miscellaneous Expense

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*These accounts are optional. All others must be used.

EVALUATIONS

GRADE PROJECTION FOR SPRING QUARTER

Grade in Simulation will be based on the following:

		Grade based on		Letter Grade
1.	ATTENDANCE (10 Week course, 50 days) (Regardless of other averages . . .)	Absences:		
2.	PUNCTUALITY (times tardy)	Tardies:	0	A
			1	B
			2	C
			3	D
3.	TIME OF DEPARTURE (when you leave)	Leave early	5	A
			10	B
			15	C
			20	D
4.	PHONE CALLS LOGGED EACH DAY	No. calls per day	4	A
			3	B
			2	C
			1	D
5.	BREAK ABUSE	Lateness, Failure to check out . . .	2	A
			4	B
			6	C
			8	D
6.	PERFORMANCE IN THE JOB TO WHICH ASSIGNED	Your seriousness; your effort; attitude competence		A
				B
				C
				D
7.	JOBS RETURNED TO CUSTOMER ON TIME (20 to 25 jobs, maybe 30)	No. not on time	0	A
			3	B
			5	C
			7	D
8.	WORKING WITH OTHERS Giving orders, taking orders	Students' evaluation of each other		A
				B
				C
				D

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Grading Simulation, continued	(Based on:)	(Grade)
9. QUALITY OF WORK (Some jobs have several letters, etc. Each counts.)	Number of re-do's	
	3	A
	5	B
	7	C
	10	D
10. FINAL COPY (Sent to customer)	Will be given a grade based on neatness (appearance), placement on page, quality of corrections, accuracy, (mailable) completeness (envelope? cc? enclosure?	A B C D
11. EXTRA CREDIT	enthusiasm	A+
	diligence in performance	A
	perfect attendance	B
	overtime	
	innovations in procedure, forms, program in any way	
	outstanding job	

F is a possible grade, based on the above criteria.

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Georgia Jobs, Inc.

PERSONAL EVALUATION

Please rate the employee on the lines provided using the below numercial scale. Give the rating which most nearly describes the performance.

1 - 2 Unsatisfactory
3 - 4 Below Average
5 - 6 Average--Satisfactory
7 - 8 Above Average
9 - 10 Excellent

QUANTITY OF WORK

(1 - 2.9) does not meet minimum requirements
(3 - 4.9) barely meets minimum requirements
(5 - 6.9) volume of work is satisfactory
(7 - 8.9) very industrious, does more than required
(9 - 10) excellent work record

QUANTITY OF WORK

(1 - 2.9) makes frequent errors
(3 - 4.9) makes recurrent errors
(5 - 6.9) usually accurate, makes only average number of mistakes
(7 - 8.9) requires little supervision, generally exact and precise
(9 - 10) always accurate and precise in job functions

JOB KNOWLEDGE

(1 - 2.9) poorly informed about work duties
(3 - 4.9) lacks knowledge of some phases of work
(5 - 6.9) moderately informed, can answer most questions
(7 - 8.9) understands all phases of work
(9 - 10) has complete mastery of phases of job

JUDGMENT

(1 - 2.9) constant supervision needed, unable to establish priorities or make job decisions
(3 - 4.9) close supervision, rarely establishes priorities or makes routine job decisions
(4 - 6.9) average supervision, able to sort priorities and make routine job decisions
(7 - 8.9) minimum supervision, often sets some priorities and makes good job decisions
(9 - 10) excellent ability to analyze situations, set priorities, and reach sound decisions

INITIATIVE

(1 - 2.9) lacks confidence and ability to proceed
(3 - 4.9) needs guidance or direction in the performance of duty assignments
(5 - 6.9) has average imagination, creativity, and motivation in performance of duties
(7 - 8.9) frequently suggests new ways of doing things, above average
(9 - 10) self-starter, extremely creative and original, highly motivated

COOPERATION

(1 - 2.9) blunt, discourteous, uncooperative
(3 - 4.9) sometimes tactless, sometimes approachable and cooperative
(5 - 6.9) agreeable, pleasant, friendly, and cooperative
(7 - 8.9) polite, willing to help others, cooperation above average
(9 - 10) inspiring to others, extremely pleasant, excellent at establishing will.

DEPENDABILITY

(1 - 2.9) unreliable, avsent without good excuse, reports late frequently
(3 - 4.9) lax in attendance or reporting to work on time
(5 - 6.9) usually present and on time
(7 - 8.9) prompt, regular attendance
(9 - 10) always regular and prompt, completely reliable

GENERAL WORK HABITS

(1 - 2.9) unable to organize job and complete schedule
(3 - 4.9) often requires prompting as to job organization and completion of work
(5 - 6.9) takes care of necessary tasks and complete with reasonable promptness
(7 - 8.9) average ability to organize job and generally complete on schedule
(9 - 10) demonstrates real concern regarding Department objectives as to job organization and completion on schedule

GENERAL COMMENTS: _____

_____

_____

_____

Is this employee recommended for (continued) or (permanent) status?

_____

_____
Immediate Supervisor

_____
Employee Signature

_____
Department Head (if applicable)

DATE EVALUATION IS TO BE RETURNED TO PERSONNEL SERVICES:

_____
Dean or Director (if applicable)

_____

VISITATION BY INSTRUCTOR
TO INDIVIDUAL STUDENT
(after 4-6 weeks)

1. What is your daily routine?
2. How is your desk top organized?
3. How is your desk space organized? Why?
4. Do you use the phone often? (at least 2 calls per day, logged)
5. How do you answer your phone? (identity)
6. What forms do you use?
7. Are they adequate? (need revised?)
8. Should cc's be made in color for distribution to others? the file? purchases?
9. Do you ever use Ga. Jobs stationery?
10. Use carbon sets (yellow, premade)?
11. Do you keep paper and pen beside the phone at all times?
12. Do you answer your phone w/pen in hand ready to take a message?
13. Do you use a daily desk calendar? How?
14. Do you make yourself notes ahead?
15. Do you need a tickler file?
16. Have you any papers for the file clerks to file?
17. Do you need a calculator?
18. Have enough wire baskets?
19. How labeled? Why?
20. Nails? How used?
21. Have enough work? (Ever asked for some?)
22. Too much? (Ever told supervisor?)
23. Time enough to do work? (feedback)

24. Always watch due date? (allow for log out)

25. Always log out (w/supervisor) work for billing?

26. Had any problems w/other employees? what kind?

27. Usually on time?

28. Leave early?

29. Usually present?

30. Feel that office simulations is worthwhile? (why?)

31. Better if last 2 hours? (not last two?)

32. Better if 3 hours? 4 hours? all day?

33. What <u>skills</u> from other classes have you used?

34. What skills have you <u>not used</u>? Why?

35. Object to doing work for Mrs. Cannon? Business Education Department? Other teachers?

36. Have you used the reference center? How?

37. Read the employee's handbook? Office manual?

38. Asked supervisor for advice?

39. Asked office manager for advise?

40. Turned work in neat order?

41. Understood: first-class mail
42. third-class mail
43. fourth-class mail
44. registered mail
45. certified mail

46. Can you place a long distance call?

47. Can you get a number out of state w/directory assistance?

48. What is in <u>your position's manual</u>?

(a) employees manual
(b) job description
(c) earlier employees' job descriptions
(d) desk arrangement printout (Sherry)
(e) forms you use
(f) description of <u>how</u> they are used
(g) kept on desk top

49. Does the receptionist know where you are at all times?

50. Do you keep your phone covered? (Someone alerted to answer if you are away)

51. Can you organize and assemble (collate) a big run of material, like 50 pages?

52. When typing on a form, do you use elite type?

53. What is an enclosure?

54. Do you use airmail notation?

55. What is a bcc (or bc)?

56. What is the function of the attention line?

57. Have you typed Minutes? (Use English II)

58. Taken minutes? (See Eng. Book, index)

59. Made out receipts?

60. Typed an itinerary?

61. Weighed the mail on an old scale?

62. Moistened a mass of stuffed envelopes for mailing?

63. Used an "out" guide in filing?

64. Sort before filing?

65. Look for release mark before filing?

66. File w/top to left?

67. File no paper clips?

68. Initial memos?

69. Some offices had a chronological file of everything and a file of Office Manager correspondences for reference.

70. Have we any numberic files? alphabetic? subject? geographical?

71. What is a tab on folder? A score mark? cut?

72. What description is needed to order folders?

73. What is a score mark? How used?

74. What are color-coded files?

75. Can you reconcile a bank statement?

76. Calculate extensions?

77. Proofread?

78. Verify?

79. Are you easy to interrupt? Pleasant? Give attention?

80. Have you dusted (polished) your desk?

81. Cleaned your type?

82. Have we had enough field trips?

83. Did the initial interviews help any? (worthwhile)

84. Have you copies of your resume?

85. Have you applied for work several places?

86. Let us know when you have a job?

87. Have you improved in <u>oral</u> communication?

88. Have you improved in working w/others? in understanding other jobs? like supervisor?

EMPLOYEE EVALUATION FORM

Employee: _____

Position (1) Date				
Attitude pleasant				
agreeable				
down-in-mouth				
sullen				
Attendance 100%				
out 2, 3				
excessive				
called in				
Grasp of Job Assigned excellent				
eager				
poor				
did not adjust				
adjusted late				
Punctuality in early				
in on time				
in late				
out early				
out on time				
out late				
Ability to Work With Others excellent				
some, only				
courteous				
rude				
thoughtless				
Attitude Toward Work fun				
exciting				
necessary				
an imposition				

OFFICE SIMULATION

(Final Grade)

Name _____ Date _____

600	three letters to Georgia Jobs asking for price list	____
601	a form letter from Georgia Jobs sending list	____
602	four letters to Georgia Jobs requesting a list of employees	____
603	form letter from Georgia Jobs sending list of employees	____
*604	business checks for portion of alphabet	____
605	two letters of application to Georgia Jobs for employment	____
A	desk organized; all trash removed; dusted	____
B	typewriter cleaned; in good condition	____
C	demonstrate proper use of hold-button phones	____
D	look through your file; save reusable papers	____
E	note on each work order your evaluation of that particular job; i.e., excellent, good, fair, poor	____
F	blue manual (up to date) and summary of one of your jobs enclosed for your successor	____
G	one page on the job you held that pleased you the most and why	____
H	test	
I	your evaluation of the course: Simulation -- (1) What was good; (2) What needs improvement	____
J	attendance grade - based on absences	____
K	performance grade based on performance	____
L	attitude grade based on attitude; courtesy, cooperation, enthusiasm, willingness to work	____
M	other?	____

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TESTIMONIALS

The following section contains testimonials from former students who experienced office simulation at Troup Tech, using the Georgia Jobs, Inc. work-flow scheme that Mrs. Cannon designed. They should provide some idea of the value of the office simulation experience in preparing students for the world of work.

As a student in office simulation, I enjoyed the position of receptionist. I felt useful in performing the duties involved in being a receptionist. Because one of my duties was delivering the mail, I had a chance to come into contact with all other positions that were held by fellow students; such as, the accounting clerk, typist, supply clerk, office manager, secretary, and supervisor. I also knew who the company did business with because I received the telephone calls, and had to type up an index card for each customer. However, the main reason I liked the position of receptionist was because it kept me busy. I like to work when on a job, and the receptionist's position required lots of it.

I have always desired to work in an office and feel that office simulation equipped me with the abilities to perform many office jobs. I now feel that I can apply myself and hold a job in an office as receptionist because of my office simulation experience.

The position of receptionist was the only job in simulation that I felt I was in long enough to get the needed training for the outside world. Of course, knowing that I needed training on other jobs, and fellow students needed training on the receptionist job, I was willing to rotate to other positions. All jobs were a challenge, but the job as receptionist was the one that pleased me most.

— Pauline Hudson

The three most meaningful activities were:

(1) Secretary

(2) Memory Typewriter Operator

(3) Dictophone Operator

I liked being the secretary because it gave me the opportunity to see exactly what a secretary does, and how to run the office while the Office Manager is out.

I liked the Memory Typewriter because it gave me a little experience, although I didn't get very far in the book, I do know how to put a letter in, store it, and recall it. This experience might be useful on a job that requires the use of a Memory Typewriter.

I liked the Dictaphone because I think that the experience is good to have. Although, it may never be used, I think the more experience you have the better qualified you are for a job.

There were No jobs in simulation, or Georgia Jobs Inc., that I disliked. There are some that I did not get a chance to do; but I talked with everyone on every job, and I think that I would have enjoyed every single one of them.

SIMULATION is the <u>most</u> enjoyable class I have had since I began school almost a year ago. I enjoyed all my classes, and tried to do my best. I especially enjoyed the time spent in your class, because <u>YOU</u> are one of the most KINDEST, and UNDER-STANDING people I have ever known. THANK YOU.

— Bessie M. Burts

The three jobs that I liked most in simulation were:

1. Reconciling a bank statement, because I like working with numbers.
2. Invoices, because I like working with numbers.
3. Filing, becuase I liked re-doing the files.

The only job that I did not like was typing all those numbers on the balance sheet. However, I really enjoyed office simulations, and feel that I learned more this way than I could have ever learned out of a book.

I'm going to miss you, Mrs. Cannon.

— Judy Freeman

I really believe Georgia Jobs is a real good experience for all who plan to even exist in the business world. I have thoroughly enjoyed the experience that I have received.

The biggest needed improvement, I believe, is that there be more accounting students to participate in the Accounting Department. There was, at times, a tremendous work load. If we had about two or three more in the Accounting Department, it wouldn't have been as confusing.

Overall, I evaluate Georgia Jobs as EXCELLENT.

— Cathy Ann Martin

Georgia Jobs is a very good simulation of office procedures. I have learned what is expected of employees who work in offices. My experience in Georgia Jobs has taught me to be a model employee to my employer.

We here in Georgia Jobs learned what it was to work together as a group. We, like most offices, had our ups and downs; but we came through them.

Future employees of Georgia Jobs Inc., should learn to respect the rules and regualtions of the office. They should not bend or stretch them to their advantage. They should abide by them. For those that come in tardy or have too many absences, their warning notices should be stiffer, such as having them to change jobs or giving them notice that it will be changed if the behavior continues.

I would recommend to future office managers and supervisors that the employees of Georgia Jobs should read over their work orders and duties before going to their instructor or whoever is in charge. Georgia Jobs need to enforce their rules and regulations each time they are ignored.

I have enjoyed Georgia Jobs and this past year with Mrs. Cannon. I will truly miss you. You were truly an inspiration in my school life this past year. I will always admire you. I will keep in touch. I hope your future students feel the same way.

— Wanda Lampley

I think it was a great pleasure to work for Georgia Jobs. I liked it very much. I also liked it very much because we didn't have any tests. And everyone seemed to get along very well with each other. The work orders were okay.

My job as supervisor was to attend all board meetings on Wednesday each month, proofread each employee's work before releasing it, see that he/she meet the deadlines, assist anyone who has problems with his/her work, make sure that everyone is busy at all times, and that each department is getting along with each other.

I really liked my job. It prepared me for my future job in the business world and helped me to see what it feels like to work in an office with lots of other employees. I hope that one day I will become a supervisor in a real office.

— Lisa Boyd

My job as a Log-In Clerk was very challenging and very busy. I enjoyed how the other members and I got along so well. The job in general, dealt with writing up work numbers, dates assigned, due dates, and person's name to which the work orders were assigned. After the date is up for due orders, I would go through my file box and look up the person who had not turned their order in on time.

I was also in charge of the Log-Out Clerk's job when she wasn't in for work. As a Log-Out Clerk, I owuld have to do the same as I've done as a Log-In Clerk, except I would have to write down when they returned their order, whether it was on time, or before the due date. Then, I would have to write a billing slip for it, attach the slip to the work, and turn it in to the instructor. The sheet with the order number on it would be sent to the Billing Clerk. It has been wonderful being a Log-In Clerk and temporary Log-Out Clerk.

— Marian Nelson

Proofreading for Georgia Jobs involves checking all completed work orders for accuracy, spelling, and general "mailability?"

Office workers turn in a variety of work orders that they have completed to one of the proofreaders. The proofreader then examines the paper or papers for accuracy. If the work order is mailable, that is, if the work order can be sent out of the office with no errors, then the proofreader gives the work order to the office worker assigned to record completed orders. If a work order has one or more errors, the proofreader will circle the errors and hand the order back to the office worker who had completed it. The process can be repeated many times, until the work order is mailable.

Office Simulation has been an interesting course. I think that it is a necessary part of the clerical or secretarial program. The nature of the course is to bring together all the skills learned in previous classes and demonstrate how these skills are used in an office. Georgia Jobs does demonstrate the routine of an office, with one exception. The only area of improvement that I can see would be to encourage students to share their job descriptions with each other at the beginning of the course. I think this would start the course a little more smoothly, and give the students a better understanding of the routine in an office.

— Kirsten M. Kratina

The job I held that pleased me the most was the job of secretary. I like the position of secretary because I had the chance to make decisions on my own. I had the chance to compose and type letters that represent the company. I got a lot of satisfaction in being able to do things without constant supervision. Composing and typing good letters gave me the greatest satisfaction of all.

— Lori Arrington

One of the jobs that I liked was Receptionist because it gave me the opportunity to greet the people that came into the office. When there were tour groups, I got a chance to tell them about the kind of work we did. As receptionist, I handled the ingoing and outgoing mail. I also made sure that everyone was present and working on time. Sometimes I might file, answer the phone and take messages for the employees when they were not in their offices. It had its hectic moments--but what job doesn't?

— Barbara Beasley

MISCELLANEOUS

Georgia Jobs, Inc.

EMPLOYEES' ADDRESSES AND PHONE NUMBERS

Jennie R. Adams
Route 1, Box 547
Lanett, AL 36863
576-3996

Cynthia Barrow
Route 2, Box 1065-B
Lanett, AL 36863
576-8529

Lisa Boyd
Route 3, Box 415
Lanett, AL 36863
576-2711

Lucille Brown
P.O. Box 456
Hogansville, GA 30230
637-4207

Betty Clemonts
Route 1, Box 18
Greenville, GA 30222
672-4319

Judy Davis
109 Frederick Street
Hogansville, GA 30230
637-6430

Vickie Gray
141 Fort Drive
LaGrange, GA 30240
882-0587

Liz Hewitt
1704 Fir Street
West Point, GA 31833
643-5055

Glenda Johnson
Route 2, Box 9-K
Pine Mountain, GA 31822
663-4224

Kirsten Kratina
1550 Doctor's Drive
LaGrange, GA 30240

Elaine Crawford
601 Boyd Road
Hogansville, GA
637-8060

Debbie D. Ford
305 Moody Bridge Road
LaGrange, GA 30240
884-3865

Marie Drake
213 Ruthland Circle
LaGrange, GA 30240
882-5771

Wanda Lampley
905 Mason Street
LaGrange, GA 30240
884-2583

Donna Lindsey
Route 2, Box 319
Hogansville, GA 30230
637-6105

Cathy Martin
P.O. Box 511
Hogansville, GA 30230
637-6481

Sharon McRae
604 East Main Street
Hogansville, GA 30230
637-8961

Marian Nelson
501 Rutledge Street
LaGrange, GA 30240
882-8969

Renea Smith
511 Granite Street
Hogansville, GA 30230
637-8041

Beck Stephens
Route 1, Box 45
Cataula, GA
323-7692

Sara Truitt
1017 Borton Street
LaGrange, GA 30240
882-5128

Carolyn Williams
P.O. Box 692
Pine Mountain, GA 31822
663-4495

Ginny Williams
506 Briarcliff
West Point, GA 31833
643-6171

EMPLOYEES' BIRTHDAYS

Tracie Perdue	January 06
Lynne Hixson	January 10
Shantris Hardy	February 14
Lettia Bailey	April 04
John Jennings	April 17
Darlene Traylor	April 20
Margie Perkins	May 01
Darlene Barnette	May 23
Sandra Lindenmuth	June 06
Katrina Surowic	June 11
Angela Morgan	June 21
Janie Riggins	August 26
Pam Reeves	September 19
Shelia Gamble	September 22
Bernice Morris	October 19
Gwen O'Neal	December 23

May 12, 1983

Ms. Barbara Parsons
Regional Supervisor
Joy Shops, Inc.
10980 Norcom Road
Philadelphia, PA 10154

Dear Ms. Parsons:

Thank you for furnishing us with the garmets needed to present our career clothing fashion show.

Enclosed is a clipping from our local paper, the LaGrange Daily News, which shows that you can select proper attire for the office and you don't have to spend a fortune.

A list is enclosed containing the names and addresses of the persons who participated in the fashion show so that we may receive the 20 percent discount cards that you offered us.

Sincerely,

Ms. Lori Arrington
Secretary

Enclosures 2

If it is necessary for you to communicate with us, please use the following address:

Troup County Area
Vocational-Technical School
Whitesville Road
LaGrange, GA 30240

* We had a fashion show of proper office attire for the Business Education Department. This "thank-you" letter was written afterwards.

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CALENDAR OF EVENTS

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13 film or telephone 2d hr.	14 —	15	16 — assign enough Work through Tuesday —	17	18
19	20 Handout	21 Close out - White job description - Evaluate course	22 rejoice! Clean up - turn in supplies	23 Dept. Party!	24 Graduation!	25
26	27	28 Take	29 10 min.	30 break -	31 & there!	

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TO: All Employees of Georgia Jobs, Inc.

FROM: Office Manager, Wanda Lampley

SUBJECT: The Remainder of the Quarter Activities

DATE: September 15, 1982

The remainder of the quarter activities is scheduled as follows:

September 16	Regular Work Day
September 17	Regular Work Day
September 20	Last Work Day and to go over handout with Mrs. Cannon in the second hour of class.
September 21	Write a paper on the job you had in Georgia Jobs describing its duties.
September 22	Turn in Supplies Clean your desk and typewriter While Rejoicing the End of the Quarter
September 23	Business Education Party
September 24	Graduation Day and the Last Day of School

SMILE! WE HAVE ONLY A SHORT TIME LEFT TOGETHER!

CLERICAL PROGRAM
BUSINESS EDUCATION

END-OF-QUARTER ACTIVITIES CALENDAR

SUBJECT _____

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY

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Federal law prohibits discrimination on the basis of race, color or national origin (Title VI of the Civil Rights Act of 1964); sex (Title IX of the Educational Amendments of 1972 and Title II of the Vocational Education Amendments of 1976); or handicap (Section 504 of the Rehabilitation Act of 1973) in educational programs or activities receiving federal financial assistance.

Employees, students and the general public are hereby notified that the Georgia Department of Education does not discriminate in any educational programs or activities or in employment policies.

The following individuals have been designated as the employees responsible for coordinating the department's effort to implement this nondiscriminatory policy.

Title II - Ann Lary, Vocational Equity Coordinator
Title VI - Peyton Williams Jr., Associate Superintendent of State Schools and Special Services
Title IX - Myra Tolbert, Coordinator
Section 504 - Jane Lee, Coordinator of Special Education

Inquiries concerning the application of Title II, Title VI, Title IX or Section 504 to the policies and practices of the department may be addressed to the persons listed above at the Georgia Department of Education, Twin Towers East, Atlanta 30334; to the Regional Office for Civil Rights, Atlanta 30323; or to the Director, Office for Civil Rights, Education Department, Washington, D.C. 20201.